

**NOTICE OF VACANCY  
February 3, 2023**

**POSITION:** Director of Elder Services  
**DEPARTMENT:** Elder Services  
**SALARY RANGE:** S1: Full Range: \$98,467 – \$121,483  
Hiring range expected to be: \$98,500 - \$108,500  
**HOURS:** Monday – Friday, 8:30 a.m. – 5:00 p.m.  
Some evenings/weekends for meetings and/or community events

**Position Purpose:**

The Director performs supervisory, administrative, and professional work in planning, organizing, and directing all Department of Council on Aging services and activities. This role manages and supervises employees, budgets, operations, maintenance, and programs for the Callahan Senior Center. Work includes assessing the needs of the senior population and designing and implementing programs to meet those needs, and providing emergency intervention services as appropriate. Performs all other related work as required.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

1. Provides direction and supervision to Council on Aging managers and staff in providing programs, services, and volunteer opportunities for a diverse, older adult population, evaluating the programs and services provided, and identifying unmet needs.
2. Serves as facilities manager and operations manager of the Callahan Center in conjunction with the Building Services Department, overseeing the maintenance, design, reclamation, and the emergency intervention of the facility and its grounds.
3. Assists the Division of Parks, Recreation, and Cultural Affairs in developing and administering the Department's operating and grant budgets and seeks additional resources from various sources to support the Department's operations and services.
4. Provides monthly and annual statistical reports regarding services and operations supporting grants and investments by various organizations and federal and state agencies.
5. Meets with the Council on Aging Board every month to keep members abreast of finances and grant administration issues and solicit their input regarding the needs of older adults.
6. Maintains strong working relationship with Friends of Callahan to ensure support of programs by attending monthly Friends of Callahan Board meetings and monthly general meetings and being available for advice and support, as needed.
7. Attends training and workshops to maintain knowledge and awareness of state and federal laws as well as practices and techniques pertaining to the provision of financial and health-related support services to the older adult population.
8. Serves as an advocate, representing issues and concerns of older adults at various meetings that are city-wide, interdepartmental, interagency, and in the community at large,
9. Serves as a Mandated Reporter in accordance with the MA Protective Service Law.
10. Performs similar or related work as required, directed, or as the situation dictates.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

- Bachelor's degree in Gerontology, Social Work, or a related field with a Master's Degree preferred
- At least five (5) years of related work experience
- CPR/First Aid certification
- Certified as a Reporter of Elder Abuse and appointed
- Certified as CORI designee within six months of appointment
- Proficiency in Spanish and/or Portuguese preferred

The City of Framingham will consider applicants with any equivalent combination of education and experience.

**Knowledge, Ability and Skills Needed:****Knowledge of:**

- The aging process and elder programs/services designed to meet the needs of the elderly such as Medicare
- The physical and emotional impact of aging
- Federal, state, and local resources for housing, homecare, legal needs and medical agencies/institutions for elderly adults
- Personal computer hardware and office software (word processing, spreadsheet applications) in support of department operations
- Crisis intervention techniques and practices and the State confidentiality law
- Healthcare systems, including mental health issues for older adults
- Medicare D program

**Ability to:**

- Assess individual needs with care and empathy
- Set priorities and complete multiple tasks in a detailed and effective manner
- Take the initiative to follow through on goals and objectives
- Work effectively with a diverse, elderly adult population including the ability to negotiate resolutions to sensitive, confidential, problems involving the elderly and their families/spouses, etc.
- Interpret financial, legal, and federal/state regulations pertaining to the elderly, including but not limited to Medicare and Medicaid

**Skills needed:**

- Listening
- Patience
- Organization
- Imagination and Creativity
- Oral and Written Communication
- Customer Service

**Supervision:**

**Supervision Scope:** Performs highly responsible work of a complex nature, which involves the exercise of independent judgment and initiative in planning and overseeing the administration of the Department.

**Supervision Received:** Work is performed under the direction of the Director of Parks Recreation and Cultural Affairs.

**Supervision Given:** Provides supervision of management staff, developing job direction, assigning tasks, instructions, and monitoring performance.

**Job Environment:**

Work is performed under typical office conditions; the noise level is fairly quiet; occasionally, you may be required to work outside of regular business hours to attend meetings. Operates computer, telephone, fax machine, copier, calculator, and other standard office equipment.

**Confidentiality:** Employee has access to confidential information in accordance with the State's Public Records Law such as department, employee and client records.

**Judgment:** Varied and responsible duties require the exercise of judgement and initiative, particularly in situations not clearly defined by precedent or established procedures.

**Complexity:** The work consists of a communication, coordination, discussion, and relationship building with other city departments and external stakeholders. Employee is expected to use excellent communication skills and effective coordination to achieve program goals.

**Nature and Purpose of Relationships:** Employee is in communication constantly with co-workers, supervisors, other city employees, the public, and external groups and/or individuals such as civic leaders, peers from other organizations, representatives of professional organizations. The employee may serve as a spokesperson or recognized authority of the department in program-related subjects, including controversial matters where tact is required to avoid friction and obtain cooperation. Contacts are in person, by telephone, and by email.

**Accountability:** The nature of work increases the probability that errors could be serious. Errors could result in adverse public relations and delays in service and have legal and/or financial repercussions for the city.

**Occupational Risk:** Duties generally do not present occupational risk to the employee.

(This job description does not constitute an employment agreement between the employer and Employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

*The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.*

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**[www.framinghamma.gov/jobs](http://www.framinghamma.gov/jobs)**

**The City of Framingham is an Affirmative Action Equal Opportunity Employer.**